

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

April 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	1
AmeriMex Communications Corp. Total				2
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	1
		Billing	Bill Not Received	3
		Billing	High Bill	12
		Billing	Other Charges	9
		Billing	Late Payment Charge - LPC	1
		Billing	Toll Dispute	1
		Billing	Out of Service Credit - OOS	1
		Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnection Non Payment	3
		Service	Outage	7
		Service	Refusal To Serve	1
		Service	Disconnected In Error	1
		Service	Call Quality	1
		Lifeline	LLB Application Request	19
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Not Regulated - No Jurisdiction	NJ Cable/Satellite TV	1
AT&T California Total				70
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	High Bill	8
		Billing	Other Charges	7
		Policy and Practices	Abusive Marketing	5
		Service	Disconnection Non Payment	1
		Service	Outage	1
AT&T Mobility Total				24
CLC6955, CLR6955, IEC6955	Bright House Networks Information Services (California)	Billing	High Bill	1
Bright House Networks Information Services (California), LLC Total				1
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
		Lifeline	LLB Application Request	1
Charter Total				4

Utility Code	Utility Name	Category	Subcategory	Count
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Billing	Premise Visit Charges	1
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	1
Comcast Digital Phone Total				5
CER4328	Consumer Cellular, Inc.	Billing	High Bill	1
Consumer Cellular, Inc. Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Billing	Other Charges	2
		Billing	Slamming	1
		Service	Delayed Orders/Missed Appointments	1
		Lifeline	LLB Application Request	3
Cox; Cox Communications; Cox Business Total				8
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	3
		Billing	High Bill	6
		Billing	Other Charges	6
		Billing	Toll Dispute	1
		Policy and Practices	Abusive Marketing	4
		Service	Delayed Orders/Missed Appointments	3
		Service	Outage	18
		Service	Call Quality	2
		Lifeline	LLB Application Request	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Not Regulated - No Jurisdiction	NJ Customer Service	1
Frontier California, Inc. Total				48
CER4423	Global Connection Inc. of America	Lifeline	LLB Application Request	1
Global Connection Inc. of America Total				1
CER4381	Greatcall, Inc.	Service	Delayed Orders/Missed Appointments	1
Greatcall, Inc. Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Discount Switched to Other Carrier	1
I-Wireless, LLC Total				1
CER4442	Life Wireless	Lifeline	LLB Approved for Discount	1
Life Wireless Total				1
CRTLLA	Lifeline Administrator	Billing	High Bill	1
Lifeline Administrator Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	3
Preferred Long Distance, Inc. Total				3
CLC7060	Race Telecommunications, Inc.	Billing	Bill Adjustment	1
Race Telecommunications, Inc. Total				1
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
Sonic Telecom, LLC Total				2
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Not Received	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	3
		Billing	Other Charges	3
		Billing	Slamming	1
Sprint; Sprint PCS Total				9
DVS1220	Star2Star Communications, LLC	Billing	Other Charges	2
Star2Star Communications, LLC Total				2
CLC6996, IEC6996	Suddenlink Communications	Service	Delayed Orders/Missed Appointments	1
Suddenlink Communications Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	3
		Lifeline	LLB Address Error	1
Surelink Mobile; TruConnect Total				4
CER4411	Tag Mobile, LLC	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
Tag Mobile, LLC Total				2
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
TC Telephone, LLC; Horizon Cellular Total				2
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Service	Outage	1
Telepacific Communications Total				1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Lifeline	LLB Approved for Discount	2
Time Warner Cable Total				6
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mob	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				5
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeL	Billing	High Bill	1
		Lifeline	LLB Application Request	8
		Lifeline	LLB Approved for Discount	1
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				10
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	High Bill	1
Verizon Access Transmission Services Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	High Bill	3
		Billing	Other Charges	2
		Billing	Cramming	1
		Service	Call Quality	2
Verizon Wireless Total				9
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	6
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	3
Virgin Mobile; Assurance Wireless Total				11
Total ICs Sent ¹				237

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.